

Finance & Procurement Process Note

Procurement Process & Tender Process

Background and Purpose

This process note sets out the procurement process and steps to be undertaken when procuring contracts by the procurement team.

Scope for this Document

This document covers the following specific process:

Raven Housing Trust procurement process and tender process.

Version Control & Approval

Process Note Owner	Procurement Officer
Reviewer(s)	Assistant Director of Finance
Date Reviewed & Agreed	30 June 2026
Associated documents	Procurement Policy
Associated processes	Due Diligence Compliance Check

Responsibilities

Procurement Officer	To publish relevant notices <i>where applicable</i>
Procurement Manager	Overall responsibility for required notices being published on the (find a tender platform)

Glossary of Terms

Terms	Description
FTS	Find a Tender Service
E-portal	In-Tend

Procurement Process

Raven Housing Trust is a registered provider of social housing, we advertise contracts above the Public Procurement Regulations 2015 or Procurement Act 2023 thresholds via Find a Tender Service, using our e-portal In-Tend or through appropriate framework providers. For contracts below the thresholds, we're governed by our own internal financial standing orders.

Tendering Opportunities

At Raven, our teams are continually looking for suppliers who can provide the best quality goods, works and services. We encourage suppliers who are interested in working with us to consider registering on our e-portal In-Tend where you can register to see what we publish tendering portal ('Register or login' button). We have been increasingly using procurement frameworks over the last few years as a compliant route to market and would encourage suppliers to register on various frameworks that public and third sector procurement use to procure goods and services from a list of pre-approved suppliers.

The screenshot shows the Raven Housing Trust Limited electronic tendering process website. The header features the Raven Housing Trust logo and a navigation bar with links: Home, User-defined tab, Tenders, Register, and Help. A prominent red banner with warning icons contains 'Important Information' regarding email notifications. To the right, a section titled 'THE NEW SUPPLIER PORTAL' includes a 'WATCH ON YouTube' button and an image of a laptop displaying the portal. The main content area is divided into two columns. The left column, titled 'Welcome to the Raven Housing Trust Limited electronic tendering process', lists user capabilities and provides instructions on how to get started. The right column, titled 'Login', contains input fields for 'Email Address' and 'Password', a 'Login' button, and a 'Forgotten Details' link. A yellow note box at the bottom right of the login section states: 'NOTE: Please be aware that failure to provide correct login information three times will result in your account being locked'.

Raven Housing Trust

Home User-defined tab Tenders Register Help

Important Information

As one of our suppliers, we need to make sure you receive our email notifications. To ensure our emails reach your inbox please add our email domain @in-tendorganiser.co.uk to your safe senders and check your spam filter settings. Thank you.

THE NEW SUPPLIER PORTAL

WATCH ON YouTube

Welcome to the Raven Housing Trust Limited electronic tendering process

From this web site you can

- View a list of tenders/contracts/quotations.
- View information on contracts that have already been awarded.
- Express interest in a particular tender or quotation.
- Receive tender and/or quotation documentation.
- Safely return your tender or quotation documents.
- Send and receive correspondence.

How do I get started?

- To browse the list of tenders and quotations select the **Tenders** option. If you are interested in any of those listed, click the **View Details** button for further information and to express your interest

Login

Email Address

Password

Login Forgotten Details

NOTE: Please be aware that failure to provide correct login information three times will result in your account being locked

We also notify our homeowners of upcoming tenders on our website and can be readily accessed by both residents and members of the public.

We would advise any interested supplier who would like to tender to make a note of the date of tender publication and closing date for when bids are due back. This information will be available on the relevant procurement platforms.

To request more information about our tendering opportunities, or any general procurement queries, please email procurement.rht@ravenht.org.uk

Tender Process

Following approval of the tender pack which will include an invitation to tender, scope of works, instructions for bidders, pricing schedule, compliance documents and policies, evaluation criteria and social value commitment. This information will be published either on the organisation's e-procurement portal or the relevant Procurement Framework portal. The publication (go-live) date and the deadline for submission of bids will be clearly specified within the tender documentation. Submissions received after the closing date will not be accepted.

Any clarification queries raised by the bidders will be sent to Procurement Team from the e-portal or Procurement Framework to answer. All answers will be shared with all the other bidders. All clarifications need to be answered before the closing date.

*A bid can be rejected at any point in the process if it fails to meet our minimum or mandatory requirements, which will be outlined in the tender documents.

When the tender bid closes, all bids are collected and will be shared with the evaluation committee (comprising of various interested stakeholders). Each member of the evaluation committee is required to complete and sign a declaration of interest form and maintain confidentiality and impartiality. Any conflict of interest disclosed is recorded and mitigated.

All bids will be evaluated in line with the weighting and criteria outlined in the published tender.

All bidders will be subject to a due diligence compliance check. This includes company and legal verification, financial and tax check, corporate legal regulatory & governance compliance, data privacy and data protection laws, and some cases technical compliance requirements.

Shortlisted bidders will be invited for an interview with the evaluation panel and procurement facilitator.

All scores will be compiled and moderated by the facilitator. A recommendation report is drafted and sent to the evaluation panel, delegated and appointed signatory to review.

This report will inform the bids and their ranking. Upon approval of the recommendation report by the delegated signatory/board, all bidders will be notified of the outcome of their bids, including the successful bidder.

There is a mandatory 10-day standstill period for above FTS threshold contracts or a voluntary 10-day standstill period for below FTS threshold contracts, following notification outcome of bids to allow unsuccessful bidders to review the decision before the contract is legally finalised. Where contracts are above-threshold procurements, contract award notices will be published on the UK government's central digital platform for public procurement called *Find a Tender Services* (FTS). This is an online platform and portal and a public record.

Following the standstill period, a notice of award is issued to the successful bidder. A formal contract is drafted (including scope, pricing, term, liability and indemnification, governing law & jurisdiction, legal provisions, termination clause, payment terms). The contract is reviewed and duly signed by both parties, after which the supplier onboarding process is initiated.

A meeting is scheduled with the contract management team and the nominated contractor to discuss mobilisation and contract implementation.

Any social value included in the tender is recorded in our social value register and passed to the Community Investment team for liaising with the supplier to ensure this is delivered.